

# Laptop Request Catalog Item in ServiceNow

## Project Final Report

### 1. Introduction

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- **Project Name :** Laptop Request Catalog Item
- **Team ID :** LTVIP2026TMIDS73153
- **Team Leader :** Matta Prathyusha Dhana Lakshmi
- **Team Members :** Chitikina Rama Krishna, Dwarampudi Sai Pavan Manikantan Reddy, Goluguri Ayyappa Sri Sai Reddy

### 2. Project Overview

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- **Objective:**

To simplify and streamline the laptop request process for employees by creating a dynamic ServiceNow catalog item with validation, reset functionality, and audit tracking for governance and deployment.

- **Description:**

- This project creates a user-friendly catalog item within ServiceNow to enable employees to request laptops. It eliminates manual inefficiencies by introducing form logic, guided inputs, dynamic visibility of fields based on user selections, and form reset capability. All submissions are tracked, and the request lifecycle is automated through workflows and approvals.

- **Key features:**

Feature	Description
Catalog Item Creation	Enables users to raise requests via a clean, guided form.
Dynamic Form Behavior	Fields show/hide based on selected laptop type or department.
Form Validation	Mandatory fields and valid options ensure proper data collection.

Reset Button	Clears all fields instantly for re-entry.
Workflow Automation	Routes requests through approval chains based on roles or departments.
Audit & Tracking	All actions logged for traceability and governance.
Notifications	Sends updates to requestor and approvers.
Role-Based Access	Only authorized users can access or approve requests.

### 3. Project Ideation Phase

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- **Project Title:** Laptop Request Catalog Item in ServiceNow
- **Problem Statement:** Employees require a simplified, quick process to request work laptops. The existing manual method causes delays and lacks dynamic validation. This project addresses the need by automating the request process through a ServiceNow catalog item with enhanced user experience, form logic, and audit control.

### 4. Requirement Analysis Phase

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- **Tables:** Use existing sc\_req\_item table to store request records.
- **Catalog Item:** Create a new Service Catalog item for laptop request.
- **Client Scripts & UI Policies:** Implement logic for dynamic field display.
- **Workflow:** Automate approval and fulfillment stages.
- **Reset Button:** Add catalog client script for resetting fields.
- **Access Control:** Restrict visibility of request forms and tasks based on roles.
- **Tracking:** Enable audit logs and activity tracking.
- **Conclusion:** Ensure the form is user-friendly, functional, and audit-compliant.

## 5. Project Planning Phase

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- **Project Timeline:**
- **Ideation**
- **Requirement Analysis**
- **Design (Form fields, UI policies, Client Scripts)**
- **Development (Catalog item, workflows)**
- **Testing (Impersonation, field behavior)**
- **Review & Finalization**
- **Risk Management:**

Risk	Probability	Impact	Mitigation Strategy
Workflow not triggering properly	Medium	High	Test workflows independently in sub-prod
Reset button fails	Low	Medium	Add fallback catalog client script
Field visibility not dynamic	Medium	High	Use combinations of UI Policies and scripts

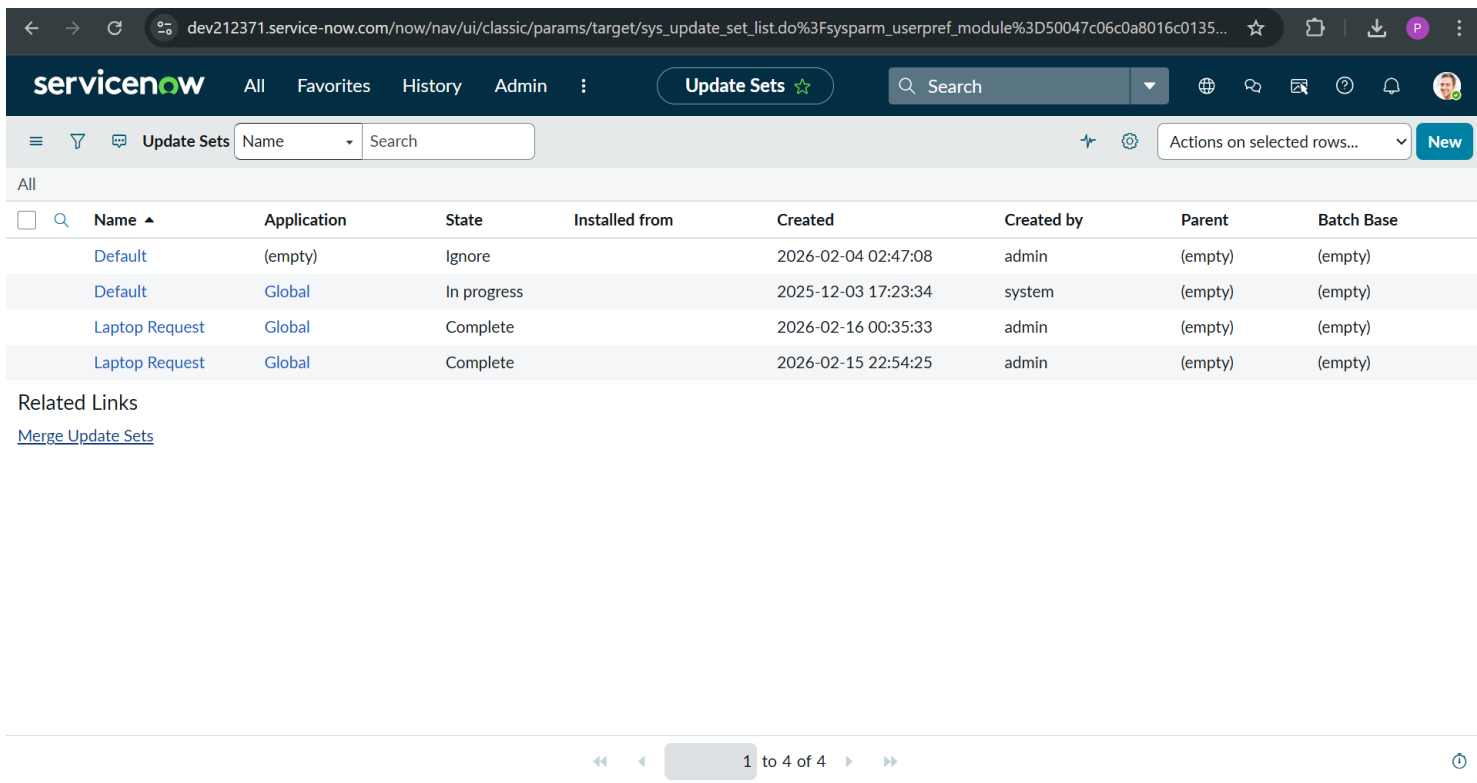
- **Task Allocation:**

Task	Assigned To	Time Estimate	Tools Required
Catalog Item Design	Developer	1 Day	ServiceNow Studio
Client Script Development	Developer	2 Days	Catalog Client Scripts
Workflow Configuration	Admin	2 Days	Flow Designer
Reset Button Implementation	Developer	1 Day	Catalog UI Script
Testing & Review	QA Analyst	1 Day	User Impersonation

## 6. Project Design Phase

### 1. Create Catalog Item

- Navigate to **System Update Sets > Local Update Sets**
- Click on **New**, provide a name like Laptop Request Form Update Set
- Save and set it as the current update set
- This will track all changes made during development for easy migration to other instances



<input type="checkbox"/>	Name	Application	State	Installed from	Created	Created by	Parent	Batch Base
<input type="checkbox"/>	Default	(empty)	Ignore		2026-02-04 02:47:08	admin	(empty)	(empty)
<input type="checkbox"/>	Default	Global	In progress		2025-12-03 17:23:34	system	(empty)	(empty)
<input type="checkbox"/>	Laptop Request	Global	Complete		2026-02-16 00:35:33	admin	(empty)	(empty)
<input type="checkbox"/>	Laptop Request	Global	Complete		2026-02-15 22:54:25	admin	(empty)	(empty)

Related Links

[Merge Update Sets](#)

1 to 4 of 4

### 2. Create Service Catalog Item

- Go to **Service Catalog > Maintain Items** • Click **New** to create a new Catalog Item
- Fill in:
- **Name:** Laptop Request Form
- **Catalog:** Service Catalog
- **Category:** Hardware or Employee Services
- Save the item

dev212371.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3Dd695d6878343321078bae7d0deadd310%26sy...

**servicenow** All Favorites History Workspaces **Catalog Item - Laptop Request** Search

< Catalog Item Laptop Request Copy Try It Update Edit in Catalog Builder Delete

Build and modify items faster with the improved [Catalog Builder](#).

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name:  Application:  ⓘ

Catalogs:  ⓘ

Category:  ⓘ

State:

Checked out:

Owner:  ⓘ

Active: ☒ Fulfillment automation level:

Item Details | Process Engine | Picture | Pricing | Portal Settings

Short description:

Description:

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### 3. Add Variables

#### Step1:

- After saving the catalog item form scroll down and click on variable(related list)
  - Click on new and enter the details as below
- Variable 1:Laptop Model
    - Type: Single line text
    - Name: laptop\_model
    - Order:100
  - Click on submit
  - Again click on new and add Remaining variables in the above process

**servicenow** All Favorites History Workspaces **Variable - New Record** Search

< Variable New record Submit

Application:  ⓘ

Type:

Catalog item:  ⓘ

Order:

Active: ☒ Mandatory: ☐

Read only: ☐ Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question | Annotation | Type Specifications | Default Value | Auto-populate | Permission | Availability

Specify the **Question** that explains the options available to the end user when ordering the item

\* Question:

\* Name:

Conversational label:

Tooltip:

Example Text:

Submit

## 2. Variable 2:Justification

Type: Multi line text

Name: justification

Order:200

## 3. Variable 3:Additional Accessories

Type: Checkbox

Name: additional\_accessories

Order:300

## 4. Variable 4: Accessories Details

Type: Multi line text

Name:accessories\_details

Order:400

### Step2:

- After adding above variable which are added to newly created catalog item •  
Then save the catalog item form

The screenshot shows the ServiceNow interface for editing a catalog item named 'Laptop Request'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main header shows 'Catalog Item - Laptop Request' with a star icon and a search bar. Below the header, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. The 'Variables' tab is selected, showing a list of variables for the catalog item. The variables are:

Type	Question	Order
Single Line Text	Laptop Model	100
Multi Line Text	Justification	200
CheckBox	Additional Accessories	300
Multi Line Text	Accessories Details	400

The bottom of the screen shows a pagination bar indicating '1 to 4 of 4' items.

## 4. Create Catalog UI Policies

1. Click on all>> search for service catalog
2. Select maintain item under catalog definition
3. Search for 'laptop request' which is created before
4. Select 'laptop request' and scroll down click on "Catalog Ui policies"
5. In the catalog ui policies related list tab click on new
6. Give short description as: show accessories details
7. Set the Catalog Condition in the related list tab 'when to apply'

- [field: additional\_accessories, operator: is, value: true]
- Click on **save**. (do not click on submit)
  - Scroll down and select 'catalog ui action'
  - Then click on new button
  - Select variable name as: accessories\_details      Order:100  
Mandatory: True  
Visible : True
  - Click on save and again click save button of the catalog ui policy form

The screenshot shows the ServiceNow interface for configuring a Catalog UI Policy. The browser address bar shows the URL: dev212371.service-now.com/now/nav/ui/classic/params/target/catalog\_ui\_policy.do%3Fsys\_id%3De297da8b8343321078bae7d0deaad3f8%3Fsysparm\_target=show%20accessories%20details. The page title is 'Catalog UI Policy - show accessories details'.

**Policy Configuration:**

- Applies to:** A Catalog Item
- Application:** Global
- \* Catalog item:** Laptop Request
- \* Short description:** show accessories details
- Active:** ☒

**When to Apply:** Script

**Conditions:**

- additional\_accessories is true
- AND OR (toggle)

**Applies on:**

- Applies on a Catalog Item view ☒
- Applies on Catalog Tasks ☐
- Applies on Requested Items ☐

**Actions:**

- Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form
- On load ☒
- Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false
- Reverse if false ☒

**Related Links:** Run Point Scan

**Table: Catalog UI Policy Actions**

Name	Read only	Mandatory	Visible	Order
accessories_details	Leave alone	True	True	100

## 5. Create ui action

- Open service now.
- Click on All >> search for ui action
- Select ui actions under system definition
- Click on new
- Fill the following details to create ui action  
Table: shopping cart(sc\_cart)  
Order:100  
Action name: Reset form      Client :  
checked Script: 

```
function resetForm() {
  g_form.clearForm(); // Clears all fields in the form
  alert("The form has been reset.");
}
```
- Click on save

The screenshot shows the 'UI Action - Reset Form' configuration page in ServiceNow. The left sidebar contains a search bar and navigation links. The main content area is divided into two columns. The left column contains fields for 'Name' (Reset Form), 'Table' (Shopping Cart [sc\_cart]), 'Order' (100), 'Action name' (Reset Form), and checkboxes for 'Active', 'Show insert', 'Show update', 'Client', 'List v2 Compatible', and 'List v3 Compatible'. Below these are fields for 'Overrides', 'Messages', 'Comments', 'Hint', 'OnClick', and 'Condition'. The right column contains a dropdown for 'Application' (Global) and checkboxes for 'Form button', 'Form context menu', 'Form link', 'Form style' (None), 'List banner button', 'List bottom button', 'List context menu', 'List choice', 'List link', and 'List style' (None). At the bottom, there is a 'Script' section with a code editor containing the following code:

```

1 function resetForm() {
2   g_form.clearForm(); // Clears all fields in the form
3   alert("The form has been reset.");
4 }
5

```

## 6. Exporting changes to another instances

1. Click on All >> search for update sets
2. Select local update set
3. Select created update set i.e. 'Laptop Request Project'
4. Set the state to 'Complete'
5. In the related list Update tab, updates are visible which we perform under this update set. 6. Click on export to XML ,it download one file

The screenshot shows the 'Update Set - Laptop Request' configuration page in ServiceNow. The left sidebar contains a search bar and navigation links. The main content area is divided into two columns. The left column contains fields for 'Name' (Laptop Request), 'State' (Complete), 'Parent', 'Release date', 'Install date', 'Installed from', and 'Description'. The right column contains a dropdown for 'Application' (Global) and fields for 'Created' (2026-02-15 22:54:25), 'Created by' (admin), and 'Merged to'. Below these are buttons for 'Update' and 'Back Out'. At the bottom, there is a 'Related Links' section with links for 'Export to XML', 'Merge With Another Update Set', and 'Scan Update Set'. Below the links is a tabbed interface with 'Customer Updates (11)', 'Update Set Logs', 'Child Update Sets', and 'Install History'. The 'Customer Updates (11)' tab is selected, showing a table of updates.

Created	Type	View	Target name	Updated by	Remote update set	Action
2026-02-16 00:25:51	Catalog UI Policy Action		accessories_details	admin	(empty)	INSERT_OR_UPDATE
2026-02-16 00:24:33	Catalog UI Policy		show accessories details	admin	(empty)	INSERT_OR_UPDATE
2026-02-16 00:07:22	Variable		Laptop Model	admin	(empty)	INSERT_OR_UPDATE
2026-02-16 00:10:06	Variable		Additional Accessories	admin	(empty)	INSERT_OR_UPDATE



## 7. Retrieving the update set

1. Open another instance in incognito window
2. Login with credentials
3. Click on all>> search for update sets
4. Select “Retrieved update set” under system update set
5. It open retrieved update set list and scroll down
6. Click on Import update set from XML

dev212371.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set\_list.do%3Fsysparm\_userpref\_module%3Dbf1184a10a0a... Incognito

servicenow All Favorites History Workspaces Admin Retrieved Update Sets Search

Retrieved Update Sets Name Search Actions on selected rows...

All > Class = Retrieved Update Set

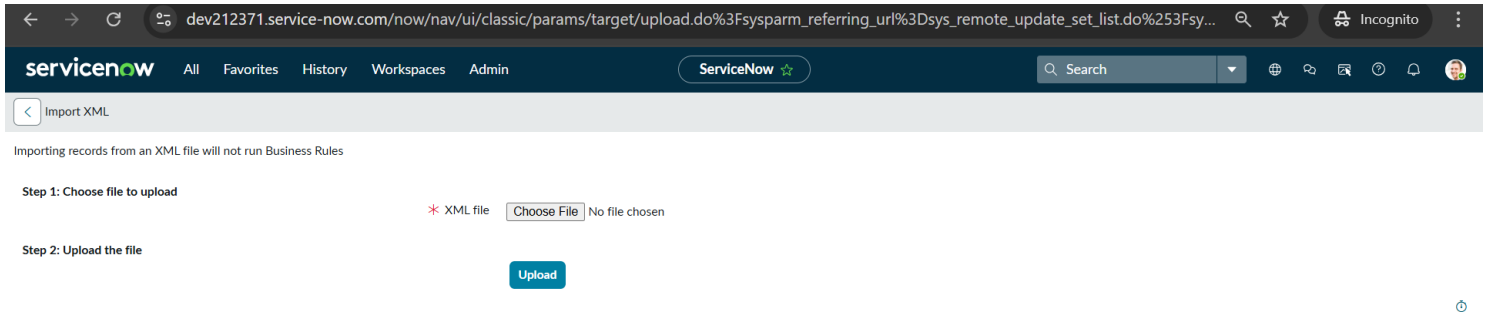
Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Laptop Request	Global	Committed	(empty)		2026-02-11 06:32:11	2026-02-11 06:34:03	(empty)	(empty)
Laptop Request	Global	Committed	(empty)		2026-02-11 08:14:59	2026-02-11 08:17:01	(empty)	(empty)
Laptop Request	Global	Committed	(empty)		2026-02-16 00:32:07	2026-02-16 00:35:33	(empty)	(empty)

Related Links

[Import Update Set from XML](#)

1 to 3 of 3

7. Upload the downloaded file in XML file
8. Click on Upload and it gets uploaded.



9. Open retrieved update set 'laptop request project'
10. Click on preview update set
11. And click on commit update set
12. And also see the related tab updates
13. After committing update set in this instance we get all updates which are done in the previous instance

dev212371.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D409fc2b08383321078bae7d0deaad3d...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Retrieved Update Set - Laptop Request

Search

Incognito

Retrieved Update Set  
Laptop Request

UpdateDelete

NameLaptop Request

ApplicationGlobal

Update source

Parent

StateCommitted

Loaded2026-02-11 06:32:11

Description

Application nameGlobal

Committed2026-02-11 06:34:03

Inserted0

Updated10

Deleted0

Collisions0

Total10

UpdateDelete

Related Links

Show Commit Log

Show All Preview Records

Customer Updates (10)Child Update Sets

NameSearch

Actions on selected rows...

Remote update set = Laptop Request

	Name	Type	Target name	Table	View	Action
<input type="checkbox"/>	catalog_ui_policy_137b86388343321078bae7d0deaad39d	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
<input type="checkbox"/>	catalog_ui_policy_action_5afb42f88343321078bae7d0deaad372	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_16ca46388343321078bae7d0deaad366	Variable	Accessories Details			INSERT_OR_UPDATE

dev212371.service-now.com/now/nav/ui/classic/params/target/sys\_remote\_update\_set.do%3Fsys\_id%3D409fc2b08383321078bae7d0deaad3d...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Retrieved Update Set - Laptop Request

Search

Incognito

Retrieved Update Set  
Laptop Request

UpdateDelete

UpdateDelete

Related Links

Show Commit Log

Show All Preview Records

Customer Updates (10)Child Update Sets

NameSearch

Actions on selected rows...

Remote update set = Laptop Request

	Name	Type	Target name	Table	View	Action
<input type="checkbox"/>	catalog_ui_policy_137b86388343321078bae7d0deaad39d	Catalog UI Policy	show accessories details			INSERT_OR_UPDATE
<input type="checkbox"/>	catalog_ui_policy_action_5afb42f88343321078bae7d0deaad372	Catalog UI Policy Action	accessories_details			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_16ca46388343321078bae7d0deaad366	Variable	Accessories Details			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_233a02f88303321078bae7d0deaad3b2	Variable	Laptop Model			INSERT_OR_UPDATE
<input checked="" type="checkbox"/>	item_option_new_4aaa46f48343321078bae7d0deaad3a6	Variable	Additional Accessories			INSERT_OR_UPDATE
<input type="checkbox"/>	item_option_new_797a8af48343321078bae7d0deaad3ba	Variable	Justification			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_1c7946748343321078bae7d0deaad350	Catalog Item	Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_catalog_c8d906b48343321078bae7d0deaad303	Catalog Items Catalog	Service Catalog.Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sc_cat_item_category_04d906b48343321078bae7d0deaad318	Catalog Item Category	Hardware.Laptop Request			INSERT_OR_UPDATE
<input type="checkbox"/>	sys_ui_action_cb7cc23c8343321078bae7d0deaad3b2	UI Action	Reset Form	Shopping Cart [sc_cart]		INSERT_OR_UPDATE

1 to 10 of 10

## 7. Test Catalog Item

1. Search for service catalog in application navigator in target instance 2.  
Select catalog under service catalog
3. Select hardware category and search for 'laptop request' item
4. Select laptop request item and open it
5. It shows three variables only
6. As per our scenario, when we click on additional accessories checkbox then accessories details fields is visible and that should be mandatory
7. Now see the results, it fulfills our requirements.

The screenshot shows the ServiceNow user interface for a 'Laptop Request' catalog item. The browser address bar shows the URL: dev212371.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm\_id%3D... The ServiceNow header includes the logo, navigation tabs (All, Favorites, History, Workspaces, Admin), a 'Laptop Request' button, and a search bar. The breadcrumb trail is 'Service Catalog > Hardware > Laptop Request'. The main form area is titled 'Use this item to request a new laptop' and contains three input fields: 'Laptop Model' with the value 'hp', 'Justification' with the value 'education', and 'Additional Accessories' which is checked. Below the 'Additional Accessories' checkbox is a section titled '\* Accessories Details' with a text input field containing the value 'mouse'. On the right side of the form, there is a sidebar with 'Order this Item' details: 'Quantity' set to 1, 'Delivery time' of 2 Days, and buttons for 'Order Now' and 'Add to Cart'. At the bottom of the sidebar is a 'Shopping Cart' section showing it is 'Empty'. A small help icon is visible in the bottom right corner of the form area.

dev212371.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_cat\_item\_view.do%3Fv%3D1%26sysparm\_id%3D...

servicenow All Favorites History Workspaces Admin Laptop Request Search

Service Catalog > Hardware > Laptop Request Search catalog

Use this item to request a new laptop

Laptop Model  
hp

Justification  
education

☒ Additional Accessories

\* Accessories Details  
mouse

Order this Item  
Quantity: 1  
Delivery time: 2 Days  
Order Now  
Add to Cart  
Shopping Cart: Empty

dev212371.service-now.com/now/nav/ui/classic/params/target/com.glideapp.servicecatalog\_checkout\_view\_v2.do%3Fv%3D1%26sysparm\_s...

servicenow

AllFavoritesHistoryWorkspacesAdmin

Order Status: REQ0010001

Search

Back to CatalogContinue ShoppingHome

Thank you, your request has been submitted

Order Placed: 2026-02-18 06:36:21

Request Number: REQ0010001

Estimated Delivery Date of Complete Order: 2026-02-20

Description	Delivery Date	Stage	Price (ea.)	Quantity	Total
<a href="#">Use this item to request a new laptop</a>	2026-02-20	▶ ○ ○ ○ ○		1	
				Total	-

Back to CatalogContinue Shopping

Home

## 8. Conclusion

- The *Laptop Request Catalog Item* was successfully developed and tested using best practices. It features dynamic input handling, reset functionality, and secure deployment using update sets. This ensures fast, error-free laptop requests with complete visibility and audit tracking, improving both user experience and IT governance.